

CONNECTED

October 2004



Marietta Power Receives High Marks from Residential Customers June 2004 Survey

An amazing 3,100 residents, or 41 percent of the 7,500 Marietta City and Cobb County homeowners surveyed, responded to our internally produced mail survey. Moreover, 85 percent of them revealed that they have a high level of satisfaction with Marietta Power's employees, services and products. About 94 percent indicated that they would remain a Marietta Power customer if they had a choice of utility providers.

Of the 3,100 customers responding, 2,071, or 87 percent,

had contact with Marietta Power's Customer Service staff and 90 percent of them rated their interaction as excellent. In addition, 94 percent of the survey participants indicated that the Customer Care Representative was very knowledgeable, 91 percent stated that Marietta Power staff members communicated effectively and 90 percent said that Marietta Power answered the customer's concerns. In addition, the Dispatch/Metering Staff

continued



*electric
extras*



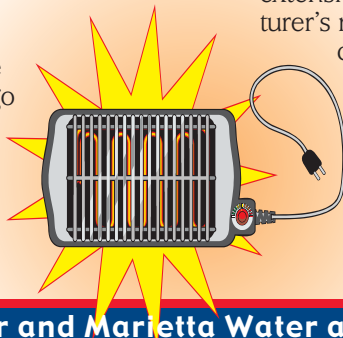
How to Use Space Heaters Safely for Supplemental Heating

Electric space heaters can provide a great source of warmth on cold autumn and winter nights. But, when used improperly, they frequently cause fires and injuries.

To avoid potential dangers, please take the following precautions with space heaters this year:

- Purchase space heaters that have received approval from a certified testing organization such as Underwriters Laboratories.
- Keep space heaters at least three feet away from bedding, furniture, curtains, draperies, rugs, clothing or any other flammable items.
- Turn off and unplug space heaters whenever they are not in use and when you go to bed at night.
- Never use space heaters in areas where you store gasoline or other flammable liquids.

- Never use a space heater to dry clothes, cook food, warm bedding or thaw pipes.
- Never leave children unattended in a room where you have a space heater plugged in.
- Keep space heaters away from areas where water may come in contact with the heater. If you plan to use a space heater in a bathroom, choose a model you can safely use in areas where water is present.
- Don't plug a space heater into an extension cord. If you have to use an extension cord, read the cord manufacturer's recommendations to make sure it can safely handle the load. ⚡



Visit Marietta Power and Marietta Water at www.mariettaga.gov

Marietta Power Receives High Marks for Customer Service in Recent Survey (continued)

received ratings above 93 percent for helpfulness, communication skills and acting in a courteous manner when dealing with customers.

Marietta Power's Pay-By-Phone option was known by 60 percent of those who responded to the survey. The online payment option or Click-To-Gov is used by 9 percent. More customers did not use it because they either have no interest in using online payment options or they do not have Internet access. To pay online, visit www.mariettapower.com and click Online Payments and Services. You will then need to use your pin number. If you don't have one you can e-mail us at thepower@mariettaga.gov to get one.

Many customers also showed an interest in purchasing other utility-related services from Marietta Power. Services that attracted the most interest included Green Power, surge protection, security lights and electric heating.

Lastly, the survey revealed that approximately 50 percent of customers usually read the *Connected* newsletter, which is included with their monthly billing statements.

As a result of the survey Marietta Power will also continue to review customers' suggestions for additional customer service improvements to determine if we can effectively incorporate them into our operation. ⚡



www.mariettapower.com

Calendar of Events

Saturday, October 23

Third Annual "Treasures From the Attic" Benefit Bazaar
9 a.m. to 3 p.m.
Non-profit organizations from throughout Cobb County will participate
Call (770) 794-5601 for information
Cost to participate is \$15
Application deadline October 15

November 12 and 13

Marietta Bluegrass Festival
Jim Miller Park
Call (770) 961-5974 for information
or visit www.JackGrass.com

Saturday, November 20

A MAJOR/minor Mystery and Peter and the Wolf
Jennie T. Anderson Theater
Cobb Civic Center Complex
3 p.m.
Free admission
Call (770) 528-8490 for information

December 10 through 12

The Nutcracker
The Georgia Ballet's 2004-2005 Season
Cobb Civic Center, Anderson Theatre
Friday, December 10, at 7 p.m.
Saturday, December 11, at 2 p.m. and 7 p.m.
Sunday, December 12, at 1:30 p.m. and 5:30 p.m.
Call (770) 425-0258 for information
or visit www.georgiaballet.org